

Auto Title Division- A Year In Review

2009



Overview

The Clerk of Courts is responsible for issuing titles representing ownership of automobiles, watercraft, motorcycles and other types of road-worthy vehicles. The Franklin County Clerk of Courts issues the most titles within the State of Ohio. Currently, we operate in four locations across Franklin County. Our Main office is located at 45 Great Southern Blvd. in South Columbus. Our other locations include East Main Street, Morse Road and West Broad Street.



Automated Title Processing System (ATPS)

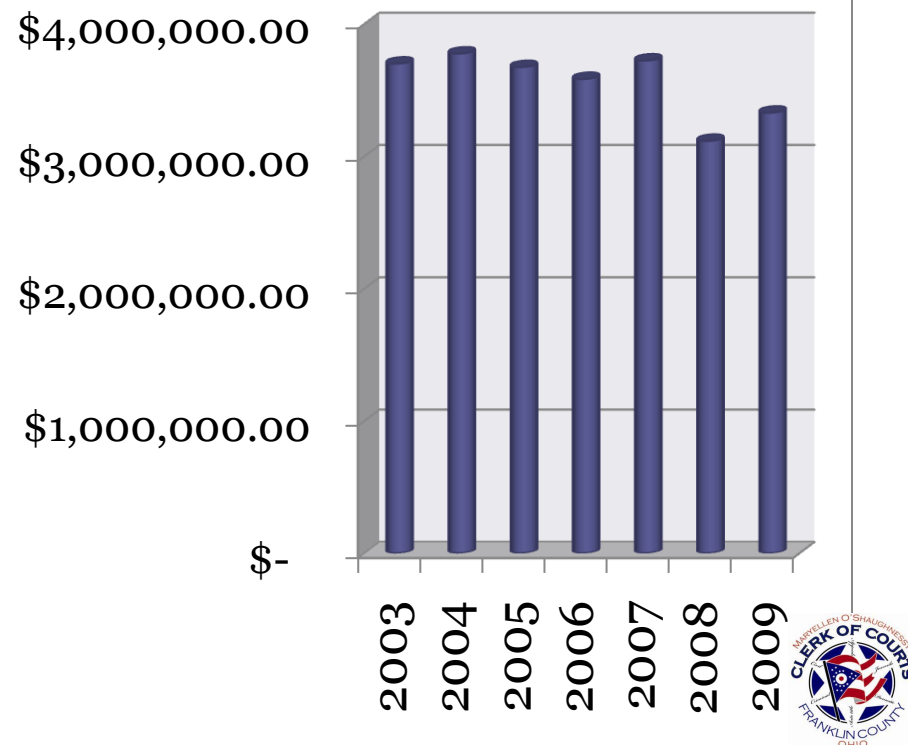
The Clerk of Courts operates a BMV computer system, Automated Title Processing System or ATPS. Our office has been keenly involved with a committee to develop the next generation of ATPS. We will continue our efforts to ensure that ATPS III has the functionality to provide improved service to the citizens of Franklin County and beyond.



Auto Title Enterprise Fund

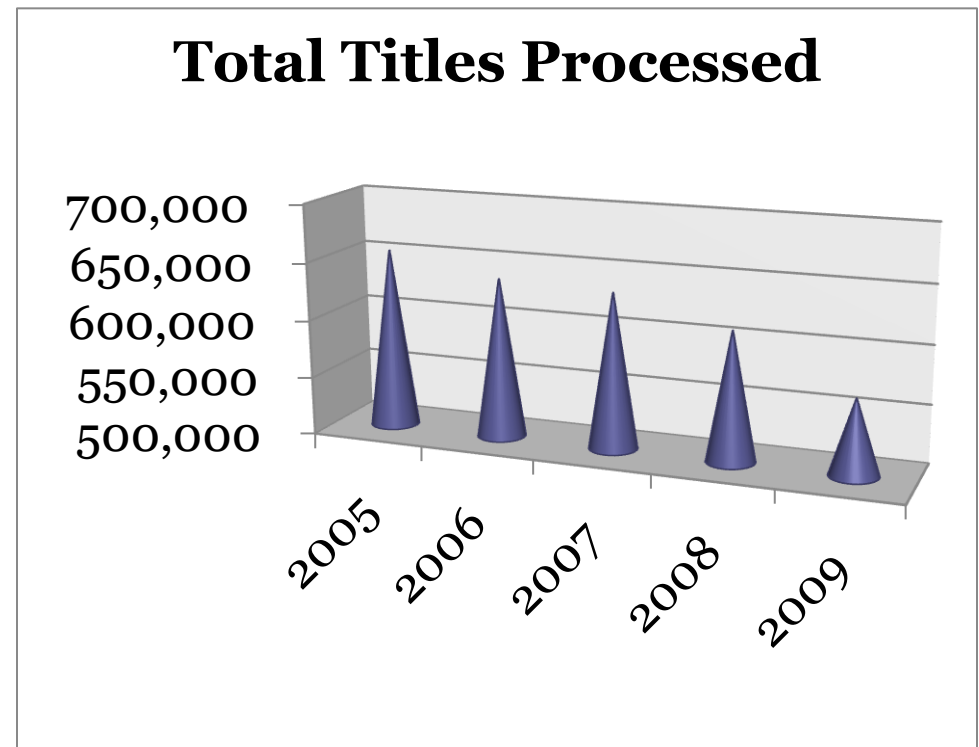
- The Auto Title Division operates as an enterprise fund and does use general fund dollars. We maintain all title fees for titles issued in Franklin County and maintain a portion of the sales tax collected (poundage) by various dealerships in a Certificate of Title Administration Fund (CTAF). Even if the title is issued in another county, the sales tax poundage of 1.01% is maintained by Franklin County.

Year-End CTAF Fund Balance



Total Titles Processed

In 2009, the Auto Title Division issued 570,000 titles, one of our lowest years in recent history. Due to this continued reduction in business, we have closed two locations over the last two years. Most recently was the closing of the Alum Creek Service Center, which was operated in conjunction with the BMV.

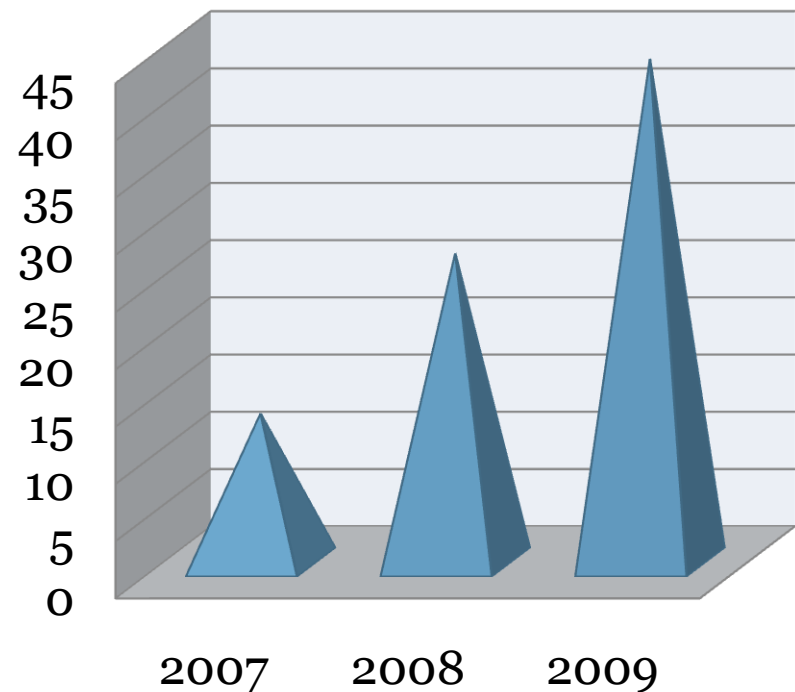


Electronic Funds Transfer (EFT)

The Auto Title Division offers dealerships and business customers the ability to pay for their title work through electronic funds transfer (EFT). It allows our customers to transfer title fees and sales tax electronically from their account, via a secure transaction site implemented by Huntington Bank. EFT customers are no longer required to submit a check with their title applications.

The exact amount is automatically transferred from the dealership's account, eliminating the need for refund checks, or a delay in returning the completed title applications if the amount submitted is insufficient. Transaction turn-around time for the funds is greatly shortened, allowing dealerships to complete vehicle deals more timely.

EFT Customers



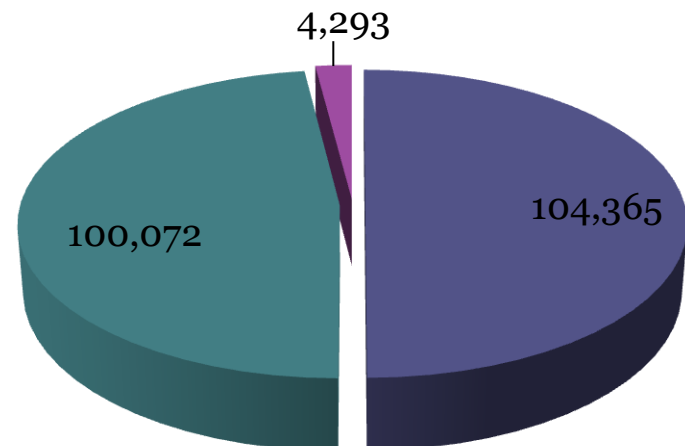
■ EFT Customers

Editing

- The Auto Title Division reviews titles post issuance for every employee issuing titles. In 2009, we have edited an average of just fewer than 20% of the all titles issued. Our goal is to reverse any critical errors by re-issuing a title, at no cost to the customer. We also use this information to ensure our employees are properly trained to issue titles and they're gauged monthly in this area. For 2009, our average error rate, derived from editing titles was around 4%. However, the actual titles that were replaced due to critical errors was 1.1%.

Editing 2009

Percentage of Accurate Titles-96%



- Titles Edited
- # of Accurate Titles
- # of Errors

Receipt Printer Replacement

We have replaced all dot matrix printers for printing receipts with laser printers. This statewide upgrade will save money by eliminating form feed receipt paper and eventually eliminating some unnecessary copies currently being printed. This effort significantly reduced the number of scanning errors during our imaging process and improved the level of service we are able to provide our customers.

New in 2009! - Credit Cards

Through a partnership with Pay Gov, the Auto Title Division is able to offer credit card processing as an alternative payment method for customers in Franklin County. The program was piloted at the Auto Title South/Main branch in the Spring of 2009 and is currently being implemented at the North, East & West offices.

Beyond Titling: New File Room Project

The Auto Title Division is also participating in the development of a new file room area for the Clerk of Court General Division. With the advent of scanning our documents collected to issue titles and making these documents available electronically, the division will be able to donate a portion of our high density filing system to the Civil and Criminal Division for use in the new courthouse, planned to open in 2011.



